

**DEPARTMENT OF SOCIAL SERVICES**

744 P Street, Sacramento, CA 95814



March 18, 1999

ALL COUNTY LETTER NO. 99-14

TO: ALL COUNTY WELFARE DIRECTORS

Reason for this Transmittal

- ☐ State Law or Regulation Change
- ☐ Federal Law or Regulation Change
- ☐ Court Order or Settlement Change
- ☐ Clarification requested by One or More Counties
- ☒ Initiated by CDSS

SUBJECT: COUNTY READINESS SURVEY FOR THE YEAR 2000

As part of the government wide preparedness for the advent of the Year 2000 (Y2K) it is important that the state and the counties work collaboratively to ensure the integrity of the county operated systems supporting programs under the legal mandates of the California Department of Social Services (CDSS) and the Department of Health Services (DHS). It is necessary that "mission-critical" systems are Y2K ready and that we have "business continuation contingency plans" to provide for continuation of mission-critical business operations in the event of utility or other technical infrastructure failures. To this end, CDSS and DHS are requesting Y2K readiness information on mission-critical systems.

In this letter and its attachments we provide:

A definition of mission-critical systems;

A definition of business continuation contingency planning;

A listing of programs under CDSS and DHS mandates that may rely on county systems that require mission-critical review and business continuation contingency planning; and,

Templates and definitions to assist counties in conducting this review and planning.

**Mission Critical Systems Defined:** Mission-critical systems and business operations are defined as those systems and business operations which must function without interruption to protect directly the safety and security of the citizens of California, or which provide direct benefit delivery to the citizens of California. To use the analogy of the Space Shuttle, mission-critical systems are those which, in a moment of crisis, keep the crew alive and bring them safely home.

If a system operation doesn't involve those vital functions, it is not a mission-critical system/ business operation. In our world, mission critical systems/operations are those that distribute benefits, authorizations for care, payment for services provided to dependent eligibles or those which make it possible for protective services functions to operate in urgent or emergency circumstances. It is these systems/business operations that support the programs under CDSS/DHS mandate that this letter addresses.

**Business Continuation Contingency Planning (BCCP) Defined:** BCCP does not deal with systems themselves, but rather with supporting business operations and essential services, even those outside of your direct control. BCCP answers the question: How do we provide uninterrupted mission-critical services and operations in the event of any Y2K related internal or external technology or infrastructure failure?

**List of Programs:** County systems and operations supporting the programs listed below require mission-critical review and business continuation contingency planning:

#### CDSS

- CalWORKs
- Foster Care
- Food Stamps
- In Home Supportive Services
- SSI/SSP
- Refugee Assistance
- Child Welfare Services
- Adoption
- Adult Protective Services
- Child Care Payments
- Vendor Payments
- Foster Family Home and Family Child Care Home Licensing
- Cash Assistance Program for Immigrants (CAPI)
- Special Circumstance Program

#### DHS related to Medi-Cal Eligibility Data System (MEDS)

- California Children's Services Program (CCS)
- Child Health and Disability Prevention Program (CHDP)
- Genetically Handicapped Persons Program (GHPP)
- Maternal and Child Health Program (MCHP)
- Medical Care Services (MCS)

**Note:** In the case of those systems supported and operated by the State (ISAWS, CWS/CMS, IHSS/CMIPS, MEDS) no systems information is required of you. However, the mission-critical county business operations supported by these systems must have business continuation contingency plans to ensure uninterrupted services.

**Templates, Instructions and Definitions:** These attachments are provided to assist local assessments with a common starting point and format to allow for the rapid development of a statewide readiness picture.

We are on a very tight timeline to complete the statewide compilation of county surveys. We are asking that you complete and return the attached county surveys and readiness templates by **April 8, 1999**. Completed surveys should be sent to:

California Department of Social Services  
Information Systems Division M/S 17-33  
744 P Street  
Sacramento, CA 95814

We will quickly summarize the surveys with an eye to determining the status of statewide readiness and those steps that may need to be taken during the remainder of the year.

For technical questions concerning the proper completion of the individual program templates or county summary templates please contact Don Richards at (916) 445-5444 or Rich Bradham at (916) 445-1926 of the CDSS Information Systems Division. For program questions or those regarding the necessity of reviewing specific systems, please contact your CalWORKs Regional Advisor at (916) 654-0617. Your CalWORKs Regional Advisor will assure that you receive answers to your questions from all CDSS program areas. For questions related to DHS programs please contact Christopher Cruz at (916) 445-9451.

Sincerely,

TAL C. FINNEY  
Interim Director  
California Department of Social Services

JOSEPH P. MUNSO  
Chief Deputy Director  
Department of Health Services

c: County Chief Information Officer

Attachment

# CDSS Y2K County Survey

## County Readiness for the Year 2000

### General Instructions

The California Department of Social Services (CDSS), and the State Department of Health Services (DHS) for a few specific programs, are requesting information from all Counties on the status of their Year 2000 Readiness efforts. This information pertains only to mission-critical systems and business operations supporting programs which are statutorily the responsibility of the California Department of Social Services, or the California Department of Health Services. For the purposes of this survey, Mission-critical will be defined as those systems and business processes which must function without interruption to **directly** protect the safety and security of the citizens of California, or which provide **direct** benefit delivery to the citizens of California.

Information is being requested for the following components of a typical Y2K readiness effort:

- **Application Systems**
- **System Support**
- **External Data Exchange Partners**
- **Business Continuation Contingency Planning for business operations**

In the case of those systems supported and operated by the State (ISAWS, CWS/CMS, IHSS/CMIPS, MEDS) no information is required for application systems, system support or external data exchange partners. However, the mission-critical county business operations supported by these systems must have business continuation contingency plans to ensure uninterrupted services. **A good example of a mission-critical business process would be the enrolling process for new IHSS providers.**

Business Continuation Contingency Planning (BCCP) does not focus on systems, but rather on mission-critical business operations and supporting essential business processes. Each county should develop a business continuation contingency plan to ensure

**Notice: This is a Year 2000 Readiness Disclosure Document**

**This is a Year 2000 Readiness Document authored by CDSS. All statements made in this document are accurate to the best of our knowledge. Any statement made in this document that is identified as being authored by someone other than CDSS, has not been verified by CDSS for the accuracy of the information.**

## **General Instructions (Continued – Page 2)**

uninterrupted delivery of mission-critical services in the event that Y2K failures – many of which are outside of county control – disrupt their ability to deliver services using traditional methods. BCCP answers the question: How do we provide uninterrupted mission-critical services and operations in the event of any Y2K related internal or external technology failure?

For additional information on BCCP, please refer to the attached Federal Government General Accounting Office publication Year 2000 Computing Crisis: Business Continuity and Contingency Planning. This document can also be found on the Internet at <http://www.gao.gov/special.pubs/bcpguide.pdf>.

### **Programs targeted by the survey**

It is important to remember that only information pertaining to CDSS and DHS programs which are the statutory responsibility of these departments are to be included in the survey templates. These programs include:

#### **CDSS**

- CalWorks
- Foster Care
- Food Stamps
- In Home Supportive Services
- SSI/SSP
- Refugee Assistance
- Child Welfare Services
- Adoption
- Adult Protective Services
- Child Care Payments
- Vendor Payments
- Foster Family Home and Family Child Care Home Licensing
- Cash Assistance Program for Immigrants (CAPI)
- Special Circumstance Program

#### **DHS related to Medi-Cal Eligibility Data System (MEDS)**

- California Children's Services Program (CCS)
- Child Health and Disability Prevention Program (CHDP)
- Genetically Handicapped Persons Program (GHPP)
- Maternal and Child Health Program (MCHP)
- Medical Care Services (MCS)

## **General Instructions (Continued – Page 3)**

### **Schedule for the Survey**

- **March 18, 1999:** Survey distributed to Counties
- **April 8, 1999:** Counties to return completed templates
- **April 16, 1999:** CDSS completes report based on County template information

If you have any questions, or require additional assistance in completing these survey templates, please do not hesitate to contact the following:

- For CDSS questions pertaining to Program areas or the necessity of reviewing specific systems, call your CDSS Regional Advisor (916-654-0617).
- For CDSS technical questions, please call Don Richards (916-445-5444) or Rich Bradham (916-445-1926) of the CDSS Information Systems Division.
- For all DHS questions please contact Christopher Cruz (916-445-9451).



## CDSS Year 2000 County Survey Summary Template

County: \_\_\_\_\_  
 County Contact/Phone No. \_\_\_\_\_  
 Date Completed: \_\_\_\_\_

	Planned Completion Date	Actual Completion Date
% Complete		

### 1. Application Systems

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Please describe Y2K Application Systems problem areas:

### 2. System Support

Desktop Support  
 Telecomm/Infrastructure Support  
 Mainframe System Software Support  
 Mainframe Hardware  
 Embedded Chip Support  
 Facilities Preparation


Please describe Y2K System Support problem areas:

### 3. What is the projected date of completion for all External Data Exchange Partners?

Date

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Please describe Y2K External Data Exchange problem areas:

### 4. What is the projected date of completion for all Business Continuation Contingency Planning (BCCP)?

Date

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Please describe Y2K BCCP problem areas:

## Instructions for completing CDSS Year 2000 County Survey – Summary Template

### General:

The CDSS Year 2000 County Survey Summary Template will be used to summarize information from the specific templates for each individual system reviewed.

**In most cases**, only one summary template should be completed for each County. This template should represent a tabulation of all of your mission-critical systems and business operations which are related to those programs identified in the General Instructions. It might be helpful to complete the detail templates, then summarize the information on this template.

**County:** Enter the name of your County.

**County Contact/Phone No:** Enter the name of the person established as the county contact for the information on the template, and their telephone number.

**Date Completed:** Enter the date the information in the template was provided.

### 1. Application systems

To the extent your county is responsible for computer software applications that support the delivery of mission-critical services, those applications must be fixed and tested to ensure they function properly in the new century.

- Enter the estimated overall **% Complete** for mission-critical application systems, based on the information on the detail templates.
- Enter the **Planned Completion Date** for all Y2K remediation on these systems to be completed. The date entered should be the planned date the last mission-critical Y2K remediation (including all phases: Planning/Analysis, Development/Modification, Testing and Implementation), enterprise-wide for all systems, is completed.
- Enter the **Actual Completion Date** if all Y2K remediation has already been completed. The date entered should be the actual date the last mission-critical Y2K remediation (including all phases: Planning/Analysis, Development/Modification, Testing and Implementation), enterprise-wide for all systems, is completed.
- In the box **Please describe Y2K Application Systems problem areas** or on an attachment, provide briefly a description of any major problems which put application systems Y2K remediation at risk.



## Instructions for completing CDSS Year 2000 County Survey – Summary Template (Continued)

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### 2. System Support

To the extent your County is responsible for computer systems that support the delivery of mission-critical services, all associated technical system support – including mainframe computers, system software, and network equipment – must be fixed and tested to ensure they function properly in the new century.

For each of the support areas described below, complete the percentage (%) and date information. This should include information only on components delivering support to mission-critical health and welfare system applications. In the box **Please describe Y2K System Support problem areas** or on an attachment, provide briefly a description of any major problems which put Y2K remediation at risk.

- **Desktop Support** – includes all phases of replacement and upgrade of desktop workstation hardware and software.
- **Telecomm/Infrastructure Support** – includes all phases of replacement and upgrade of all servers, modems, hubs, lines and other telecommunications equipment.
- **Mainframe System Software Support** – includes installation and availability of Y2K ready versions of system software, including operating systems and components, compilers, Relational Data Base Management Systems, telecommunications monitors, and all other integral system software supporting mission-critical applications.
- **Mainframe Hardware** – includes replacement and upgrade of all mainframe hardware components.
- **Embedded Chip Support** – Each County must ensure that all electronic equipment upon which delivery of service depends – such as postal processing equipment, copiers, remittance processors, personal computers and FAX machines – functions properly after January 1, 2000.
- **Facilities Preparation** – Each County must ensure that its health and welfare-related facilities – including owned or leased buildings and office space – are Y2K-ready and that they will operate properly after January 1, 2000. This includes remediation of such systems as elevators, fire suppression, security, and heating and air conditioning.

## **Instructions for completing CDSS Year 2000 County Survey – Summary Template (Continued)**

**Page 3**

### **3. What is the projected Date of completion for all External Data Exchange Partners?**

In some instances, Counties may depend upon electronic interfaces with other entities for the exchange of critical data and information. To the extent that this applies to particular counties, they would work cooperatively with these External Data Exchange Partners to ensure full Y2K compliance on both sides.

Please indicate when all external interfaces will be resolved. The date entered will be the planned or actual completion date for the last such interface to be resolved.

Include a brief description of problem areas in the narrative box, or on an attachment if more space is required.

### **4. What is the projected date of completion for all Business Continuation Contingency Planning (BCCP)?**

Each County should develop a business continuation contingency plan to ensure uninterrupted delivery of mission-critical health and welfare services in the event that Y2K failures – many of which are outside of county control – disrupt their ability to deliver services using traditional methods.

Business Continuation Contingency Planning (BCCP) does not focus on systems, but rather on mission-critical business operations and supporting essential business processes. Please indicate the date this plan will be completed for all Mission-critical business operations supporting programs which are the legal mandate of CDSS and DHS. In the space provided or on an attachment include a brief description of any issues in this area.



**CDSS Year 2000 County Survey  
Detail Template - One per System**

**County:** \_\_\_\_\_  
**Completed by:** \_\_\_\_\_  
**Date Completed:** \_\_\_\_\_

**System Name:** \_\_\_\_\_  
**County Program:** \_\_\_\_\_  
**State Program Supported :** \_\_\_\_\_

	Planned	Actual
% Complete	Completion	Completion
	Date	Date

**Application System**

Planning/Analysis Phase  
 Development/Modification Phase  
 Testing Phase  
 Implementation Phase


**Please describe Y2K applications remediation problem areas for this system:**

**External Data Exchange Partners**

Does system have external interfaces?  
 (If no, skip the following data  
 exchange questions)

Yes	No

Are Bridges in Place?

Yes	No

What is the projected Date of  
 completion for all interfaces?

Date

**Please describe Y2K external data exchange problem areas for this system:**

## Instructions for completing CDSS Year 2000 County Survey – Detail Template

### General:

One detail template should be completed for each mission-critical system which is related to those systems statutorily supported by the California Department of Social Services (or DHS is appropriate). Proceed by completing these detail templates first, then compile that information on the summary template.

- **County:** Enter the name of your County
- **Completed by:** Enter the name of the person completing the template
- **Date Completed:** Enter the date the information in the template was provided
- **System Name:** Enter the full system name, and any acronym used to refer to the system
- **County Program:** Enter the name of the County Program, if it is different than the system name
- **State Program Supported:** Enter from the programs listed in the General Instructions, the name of the program legally mandated by CDSS or DHS which relates to this system.

### Application systems

For each of the phases of the remediation of the system described below, complete the %age and date information. In the box **Please describe Y2K applications remediation problem areas for this system** or on an attachment, provide a brief description of any major problems which put Y2K remediation for this particular system at risk. Definitions of each phase are as follows:

- **Planning Analysis Phase** – Analyzing problem, developing strategies and feasibility studies
- **Development/Modification Phase** – Developing logic and coding
- **Testing Phase** – Testing and debugging, system testing and user acceptance testing
- **Implementation Phase** – Putting into production use

### External Data Exchange Partners

- **Does the system have external interfaces?**

External Data Exchange Partners refer to entities outside the immediate organization which electronically interface with this application system. For example, transmission of data to the federal government is an external interface, and it would be your External Data Exchange Partner. Interfacing of data between systems and programs in-house is not an external interface. Check the appropriate box. If the answer to this question is no, skip the remaining questions.

**Instructions for completing CDSS Year 2000 County Survey –  
Detail Template  
Page 2**

- **Are bridges in place?**

The reference “bridges” is to bridge programs or utility programs used as bridges, which reformat data to interface with external electronic interfaces. In most cases, a bridge program will reformat date data from two-digit year to four-digit year, or vice versa. In some cases, bridges may be a temporary measure, in other cases bridges may be permanent solutions.

Enter the current status pertaining to bridges for this application system. Check the appropriate box. For example, if bridges are proposed, but not yet in place, the answer would be no.

- **What is the projected Date of completion for all External Data Exchange Partners?**

Enter the date when all work on this system’s interfaces will be completed and resolved. If permanent bridges are to be put in place, it is the date of implementation of these bridges. If temporary bridges are in place, it is the date of removal of these bridges.

In the box **Please describe Y2K external data exchange problem areas for this system** or on an attachment, please provide briefly a description of any major interface problems which put Y2K remediation for this particular system at risk